Apple Watch Demo

Complete Installation Guide

Revised September 13, 2016

Apple Watch Demo • Installation • Introduction

Installation

- Connect device to Mac
- Check Watch Battery level
- Restore iPad and Watch OS
- Install Demo content
- Configure Watch
- Configure iPad (if needed)

Troubleshooting

- Reconnecting to Wi-Fi
- Check Watch Battery level (wOS 3)

Support Contact:

- *Should you come across any issues, please contact the Call Centre (same process as logging a Maintenance call). Please specify that it's an Apple Watch issue.*

Before starting, you will need:

- Apple Watch Demo
- 85W MagSafe 2 or 12W lightning power adaptors
- SIM Replacement Tool (Version 2)
- Access to Wi-Fi network
- Apple Watch Demo log-in credentials

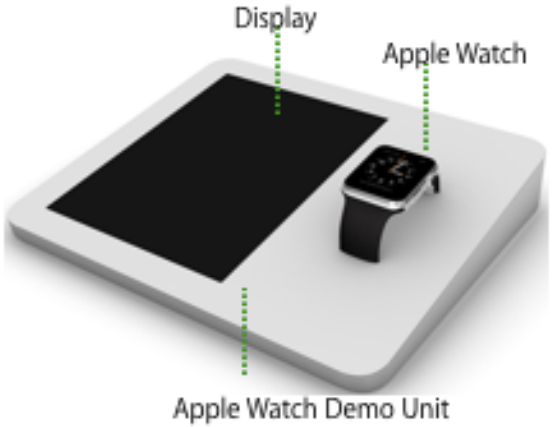
For OS update and restore:

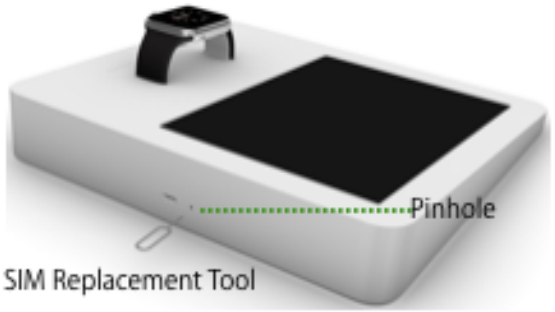
- Mac with 10 GB of free space
- iTunes 12.5.1 or newer (the update process with fail with older versions)
- Lightning to USB cable
- Watch Update utility (v1.1.1) or newer
- iOS 9.3.2 and wOS 3 IPSW files

Important:

- *You will experience issues if you begin the installation or update process prior to properly charging the device.*
- *Install or update only one Apple Watch Demo device at a time.*
- *For new installations, do not affix the Apple Watch Demo unit to the table until installation is complete.*

Key Components





1

Check the watch battery using the Watch Update app to make sure Apple Watch is sufficiently charged at least 50%.
For previously installed devices, the battery level on Apple Watch will always indicate 87% charge due to the demo content on the watch. This does not indicate the actual Apple Watch battery.

2

Connect the Apple Watch Demo unit to your Mac using Lightning to USB cables. If a pop-up appears, select **Trust**.

3

For new devices, "slide to setup" when the screen illuminates. *Note: If the screen goes back to sleep before you can "slide to setup," plug the Lightning cable back into the demo unit and unplug again to wake up the display.*
If a pop-up appears, select **Trust**.

4

Do you want to allow this computer to access information on "Apple Watch's iPad"?
If you don't allow access, you will not be able to manage or sync your iPad with this computer.
Cancel
Continue

iTunes will automatically launch. When the following message appears: "Do you want to allow this computer to access info on your iPad?" select **Continue**.

5

A new iPad software version (9.3.5) is available for the iPad "Apple Watch's iPad". Would you like to download it and update your iPad now?
iTunes will verify the software update with Apple.
Do not ask me again
Cancel
Download Only
Download and Update

If at anytime the pop-up above appears, **check** "Do not ask me again" and click **Cancel** if you see any dialogs asking you to download and/or install an update.

6

Launch the Watch Update app on your Mac. If you are unable to launch the Watch Update app, select the app and hold the **Control key** and select **Open**. Then select **Open** again.

Apple Watch Demo • Installation • Check Watch Battery Level is above 50%

1

Press on the digital crown and go to Watch Settings.

2

Tap and hold on screen while holding side button.

3

The Watch should show the Demo Menu screen above.

4

Tap "Battery" option.

5

*Important: Do not proceed with any restore process if the battery level is under **50%**.*

1

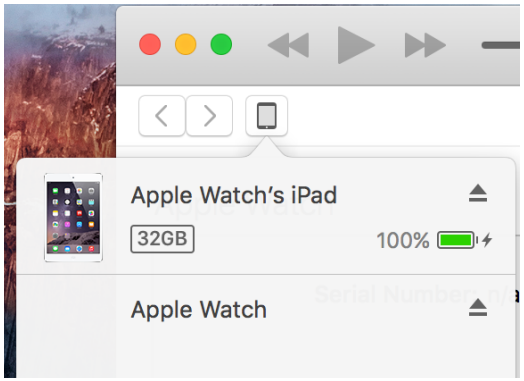
Complete all steps of the restore process (iPad OS, Watch OS, and demo content installation) as a single activity. The watch battery does not charge after the OS update, and failing to complete all steps while the battery has sufficient charge will leave the unit in an unrecoverable state.

iTunes needs to remain open throughout the process.

2

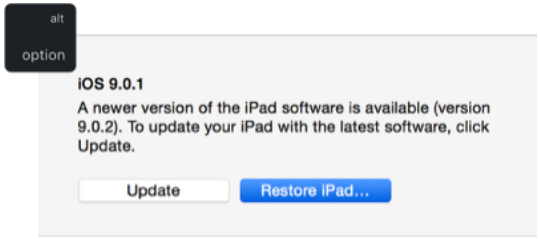
If iTunes prompts you to restore from a backup or to set up as a new iPad, select **Set up as a new iPad**, then click **Continue** and then **Get Started**.

3



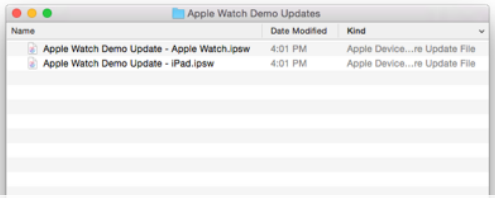
In iTunes, select **Apple Watch's iPad**. Verify iOS version is **9.3.2**. If Yes, proceed to Step 6. Otherwise, continue with iPad restore.

4


alt
option
iOS 9.0.1
A newer version of the iPad software is available (version 9.0.2). To update your iPad with the latest software, click Update.
Update
Restore iPad...

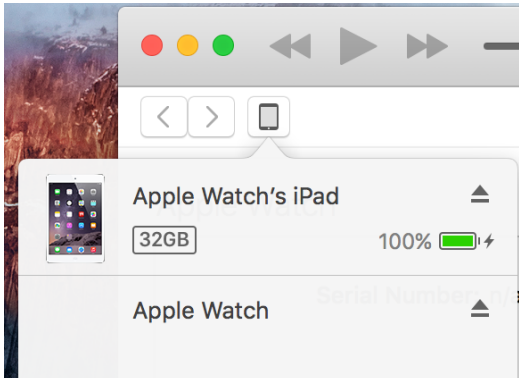
Hold the Option key and select **Restore iPad**.
Important: If the Option key is not held, the device will be updated with the wrong version of iOS and will not function.

5



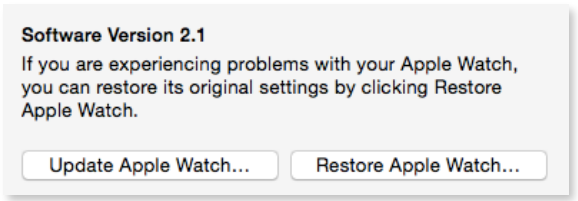
Select **Apple Watch Demo - iPad iOS.ipsw**. You will see a pop-up with the message "iTunes will erase and restore your iPad to iOS **9.3.2** and will verify the restore with Apple." Select **Open** and then select **Restore**.
Allow the restore to complete. This may take as long as 10 minutes. The iPad OS update is completed when you see a "Welcome to Your New iPad" screen on iTunes.

6



In iTunes, select **Apple Watch**.

6

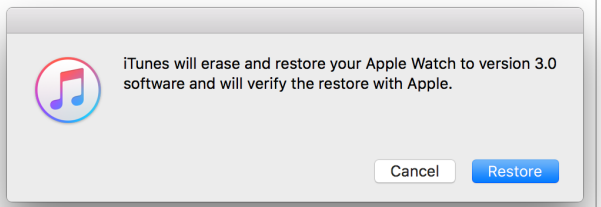

Software Version 2.1
If you are experiencing problems with your Apple Watch, you can restore its original settings by clicking Restore Apple Watch.
Update Apple Watch...
Restore Apple Watch...

Click on **Restore Apple Watch…**

7

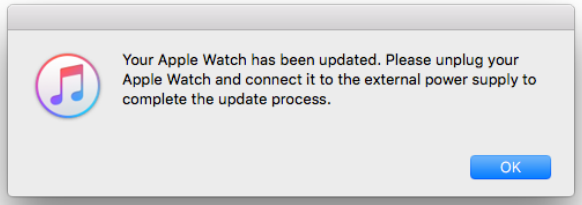
Select **Apple Watch Demo - Watch wOS.ipsw**.

8


iTunes will erase and restore your Apple Watch to version 3.0 software and will verify the restore with Apple.
Cancel
Restore

Click "**Restore**" to proceed.
This may take as long as 15 minutes.
Important: Do not unplug until after restore is completed.

9


Your Apple Watch has been updated. Please unplug your Apple Watch and connect it to the external power supply to complete the update process.
OK

Do not disconnect the Apple Watch Demo device when update complete dialogue appears.

Click "**OK**" and leave iTunes open.

10

Do not proceed if Apple Watch shows this loading screen.

11

Once the language selection screen appears on Apple Watch, proceed to the next steps.

Important:

- *The Watch Update app can update only one device at a time.*
- *Make sure you have not quit iTunes.*
- *There is a longer initial download time for the first device.*

1

Launch the Watch Update App on your Mac.

2

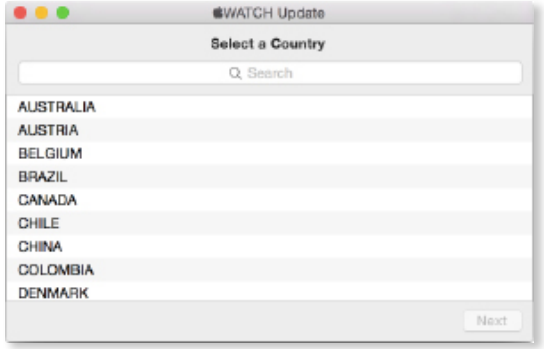
In the Watch Update app, open the "About" menu to make sure you have the correct version of the app (i.e., v1.1.1).

3

WATCH Update
Sign In to WATCH Update
An Apple ID is your username for everything you do with Apple: Shop the iTunes Store, enable iCloud on your devices, and more.
Apple ID
Password
Forgot your Apple ID?
Forgot your password?
Remember my password in the keychain
Create Apple ID
Cancel
Sign In

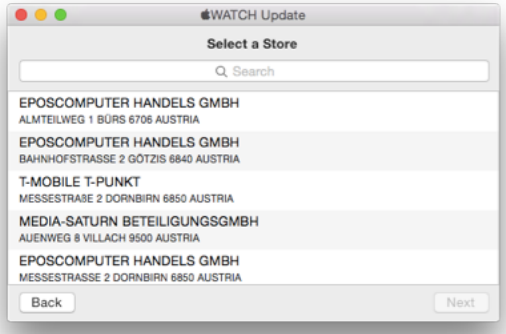
Login with your valid credentials & click "**Allow**" incoming network connections.

4



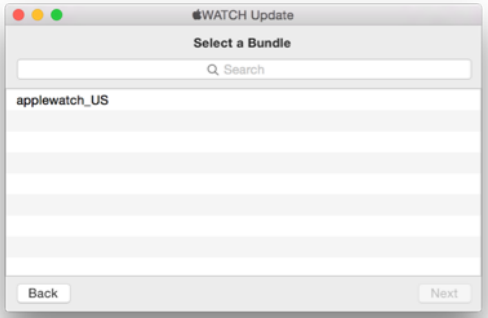
Select your country and click **Next**.

5



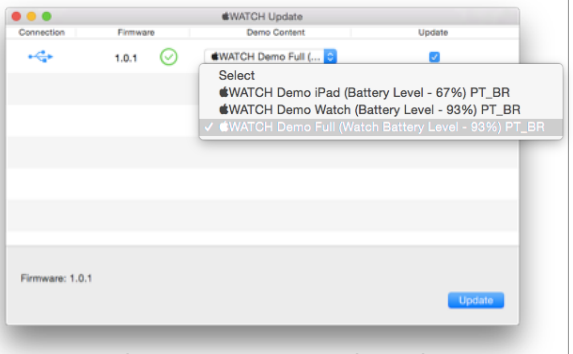
Select your store. Alternatively, you can select the search field and search for your store by Apple ID, store name, or address. Click **Next**.

6



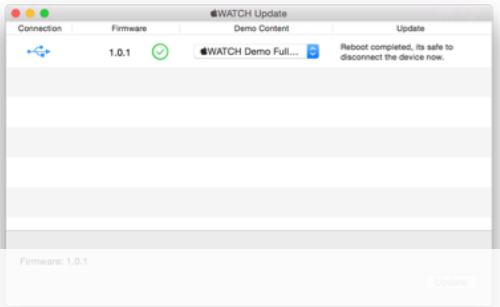
Select a Demo Content bundle. Select **Next**.

7



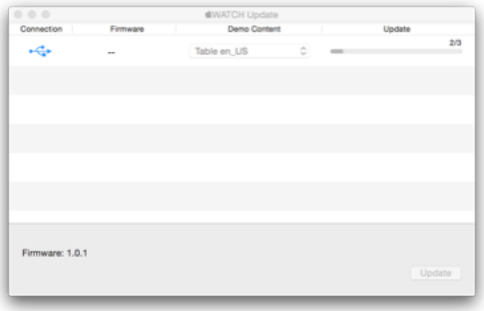
From the Demo Content drop-down menu, select **Watch Demo Watch** for Watch only, or **Watch Demo Full,** if iPad OS was also restored. Click the checkmark and **Update** button.

8



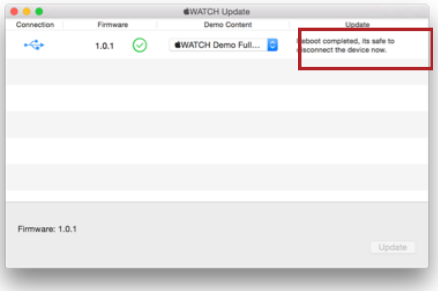
The content will begin to download. Download time will vary depending on your network connection. Do not disconnect the Apple Watch Demo unit. If the download or installation fails, restart the Watch Update app.

9



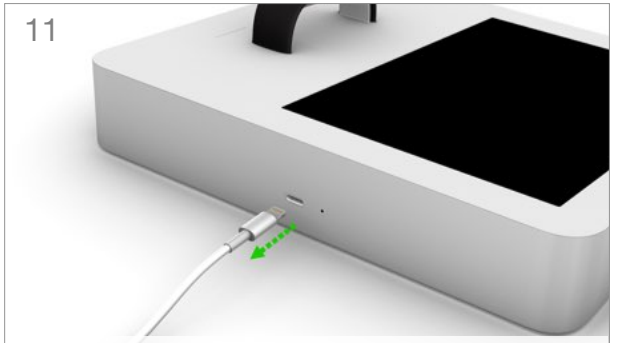
During install, the progress bar will continue to show the download.

10



When the download completes, the update will begin. Apple Watch and iPad will appear to reboot a few times during the update. This is expected behavior. The Apple Watch Demo unit will reboot at the end of the update, and the update column will display, "Update complete, rebooting the device. Please do not disconnect."

11



When the reboot is done, the Watch Update app will display a message that it is safe to unplug the Lightning cable from the Apple Watch Demo unit and your Mac. The device is now ready to be configured.

1

After the Demo Content update, select a Country/Region and proceed to Step 4. (If required, follow steps 2 & 3 to access the Demo Menu.)

2

Go to the Watch "Settings."

3

Tap the Watch screen with **two fingers, three times**. Make sure not to tap any of the options.

4

The new Demo Menu screen will appear.

5

Tap "Demo Mode" to change mode.

6

Select "Fixture Demo."

7

Go to the Watch "Settings."

8

Select "Time."

9

Time
3:34
Set Watch Face Display Time Ahead
+0 min
3:34
All alerts and notifications will still come in at the correct time. The only time affected by this is what

Quickly tap the Watch screen with **two fingers**.

10

Scroll down on screen using the digital crown.

11

Set the correct date and time.

12

Set the correct timezone.
The watch will restart after applying these settings.

Apple Watch Demo • Installation • Configure the iPad (if iPad OS was updated)

1

For new devices, "slide to setup" when the screen illuminates. *Note: If the screen goes back to sleep before you can "slide to setup," plug the Lightning cable back into the demo unit and unplug again to wake up the display.*

2

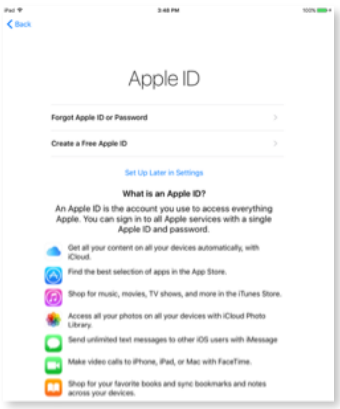
Choose a Wi-Fi network.

3

Back
Next
Apple ID
Sign in with your Apple ID to use iCloud, iTunes, the App Store, and more.
Apple ID
Password
Required
Don't have an Apple ID or forgot it?
Your Apple ID is the account you use to access all Apple services.
About Apple ID and Privacy

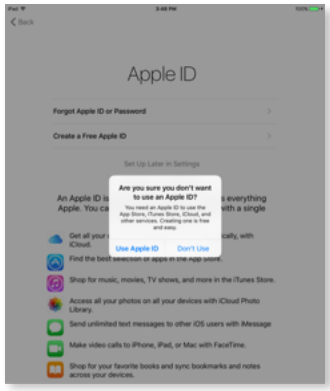
When you navigate to the Apple ID screen, click on **"Don't have an Apple ID or forgot it?"** link.

4


Back
Apple ID
Forgot Apple ID or Password
Create a Free Apple ID
Set Up Later in Settings
What is an Apple ID?
An Apple ID is the account you use to access everything Apple. You can sign in to all Apple services with a single Apple ID and password.
Get all your content on all your devices automatically, with iCloud.
Find the best selection of apps in the App Store.
Shop for music, movies, TV shows, and more in the iTunes Store.
Access all your photos on all your devices with iCloud Photo Library.
Send unlimited text messages to other iOS users with iMessage
Make video calls to iPhone, iPad, or Mac with FaceTime.
Shop for your favorite books and sync bookmarks and notes across your devices.

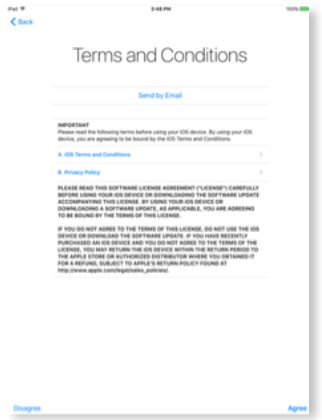
Click on "**Set up later in Settings**".

5


Back
Apple ID
Forgot Apple ID or Password
Create a Free Apple ID
Set Up Later in Settings
Are you sure you don't want to use an Apple ID?
Use Apple ID
Don't Use

When you see the pop-up above, select "Don't Use".

7



"**Agree**" to Terms and Conditions to move on in the installation process.

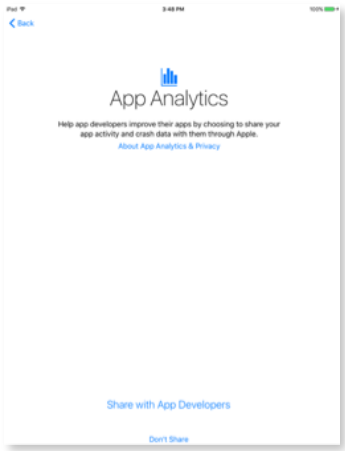
8

Wait on the Diagnostics screen for 60 seconds before tapping **Send to Apple**. This wait is important as it allows Apple Watch Demo to download critical configuration data in the background.

9

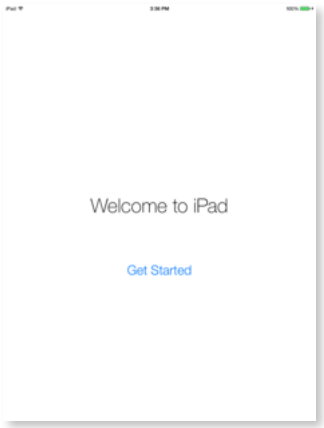
At the Diagnostics screen, Apple Watch Demo may take up to 5 minutes to activate. After 5 minutes, tap **Automatically Send**.

10



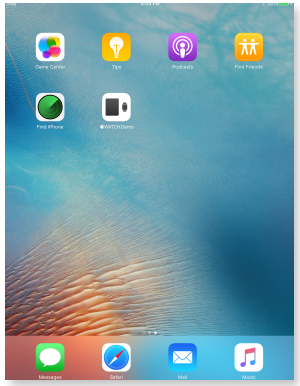
Click "**Share with App Developers**".

11



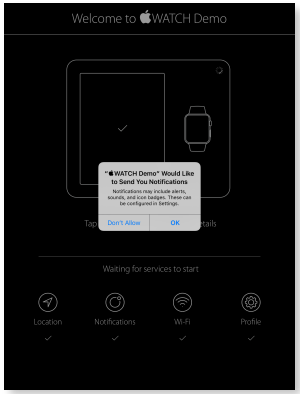
Tap **Get Started**.

1



Make sure the device is charging. Launch the Watch Demo app.

2



The Welcome screen and a pop-up window will appear. Select **OK** to allow Watch Demo to send notifications.

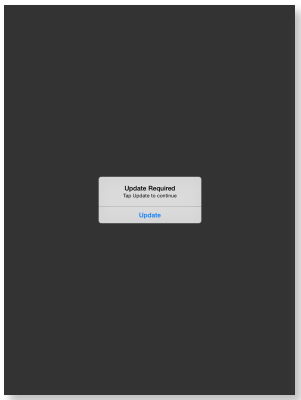
3

On the Welcome screen, Watch Demo will begin to load.

4

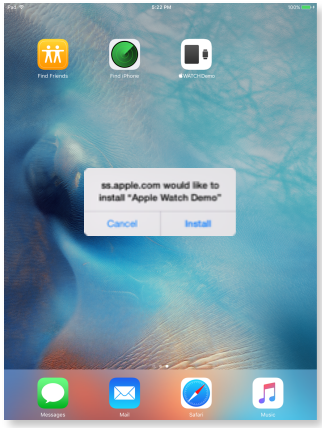
A log-in screen will appear. Enter the appropriate login credentials. Select either **Sign In** or **Return** on the keypad. If you see the message, "You appear to be offline. Please connect to the Internet and try again," please refer to the "Reconnecting the Wi-Fi Network" section at the end of this guide.

5



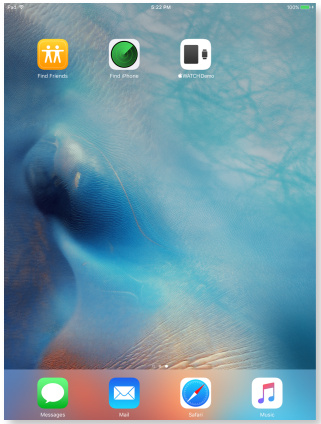
After logging in, a prompt to update the Watch Demo app will appear if a newer version is available. Tap **Update** to continue. If no new app version is available, skip to step 13.

7



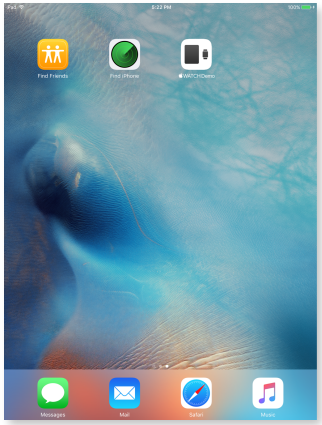
A pop-up window will appear. Tap **Install** to continue.

8



The Watch Demo app will be installed. Your Wi-Fi speed will determine the speed of installation.

9

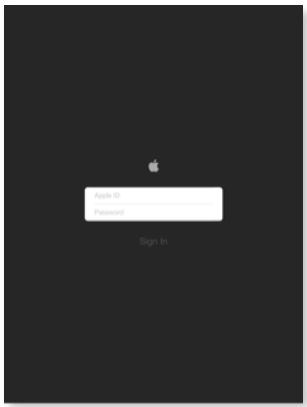


Once the update has installed, tap the Watch Demo app to relaunch the app.

10

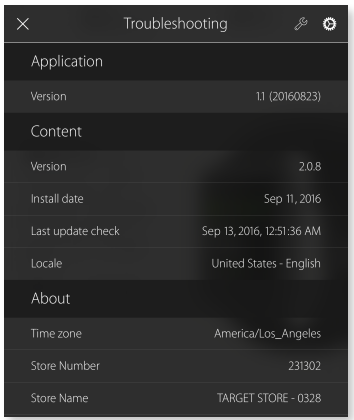
On the Welcome screen, Watch Demo will begin to load.

11



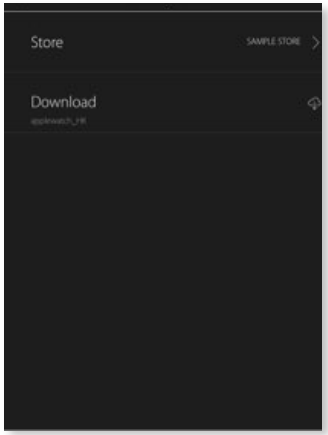
A log-in screen will appear. Enter the appropriate login credentials. Select either **Sign In** or **Return** on the keypad.

12



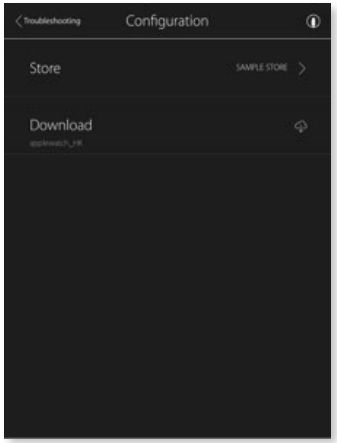
In the Troubleshoot screen, confirm the **Application Version is 1.1.1.** Tap the gear icon on the top right corner to access the

13



Confirm the correct store is displayed in the store selector. *Note: If an incorrect store is listed, tap the store selector to select the correct store.*

15

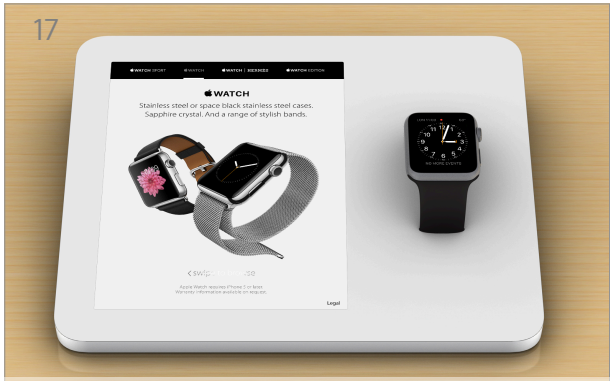


Tap **Download** to download the latest content for the store. After the pie chart icon reaches 100%, the device will restart.

16

Continue to wait for content to finish loading. If content is still loading after 30 minutes, unplug the power adapter.
Firmly press and hold the button in the reset pinhole for a full 30 seconds and release. If the problem persists, replug the power adapter.
Firmly press and hold the button in the reset pinhole for a full 30 seconds.

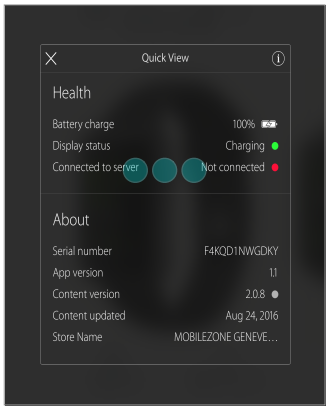
17



Confirm the content has loaded and products are visible with the correct pricing for your store. With the latest application upgrade, the iPad should no longer be interacting with the Apple Watch.

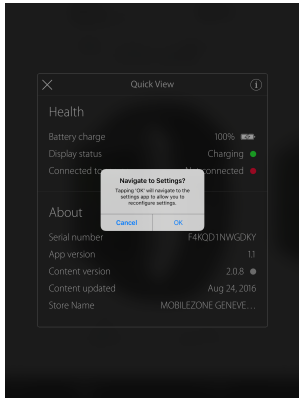
Apple Watch Demo • Troubleshooting • Reconnecting the Wi-Fi Network (Option 1)

1



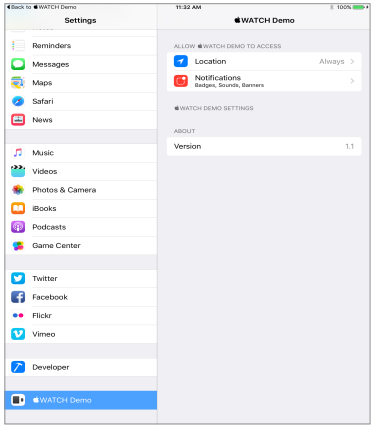
To navigate to "Settings", hold **three fingers** on the "Connected to Server" line for a few seconds.

2



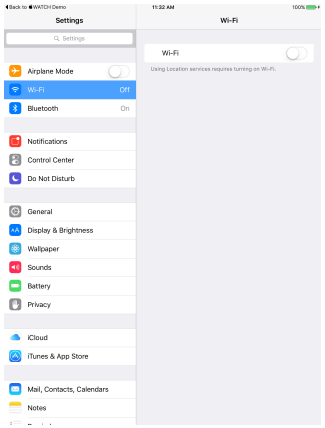
The "Navigate to Settings" pop-up window should come up.
Tap "**OK**" to proceed to Settings.

3



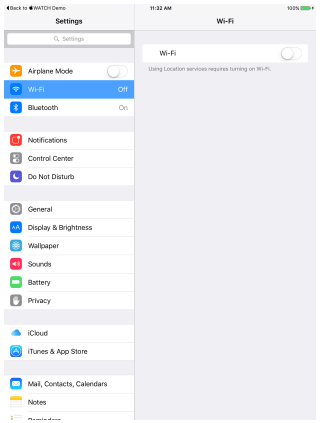
On "Settings", proceed to Wi-Fi option.

4



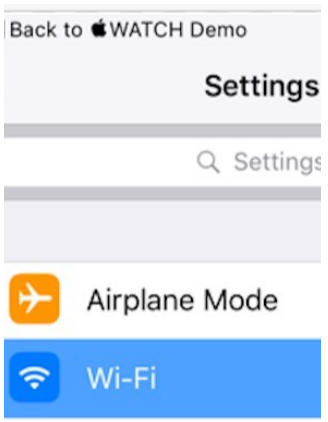
Click on "Wi-Fi"

5



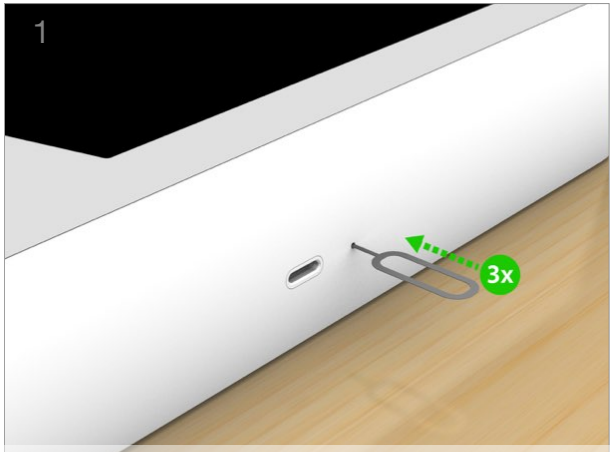
Select network and connect device to the internet.

6



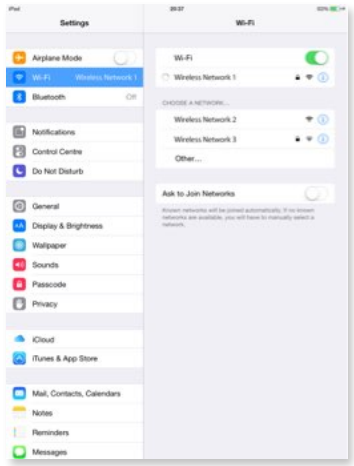
To go back to WATCH Demo app, tap the option on top left.

1



Reset the Apple Watch Demo display using the SIM Replacement Tool. Firmly press the button in the reset pinhole 3 times within 5 seconds.

2

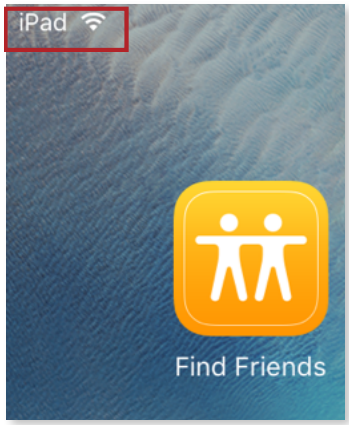


Go into Settings, then select **Wi-Fi**. Select the correct Wi-Fi network.

3

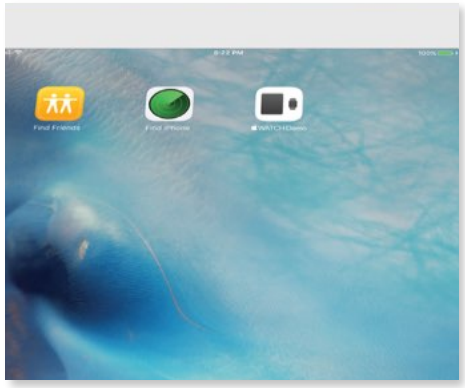
Reset the Apple Watch Demo display using the SIM Replacement Tool. Firmly press the button in the reset pinhole 3 times within 5 seconds.

4



Check the icon in the upper left corner of the screen to confirm that the Wi-Fi is connected.

5



Launch Watch Demo and continue the installation from where you left off.

Apple Watch Demo • Troubleshooting • Check Battery Level (wOS 3)

1

Press the digital crown to go to the Watch "Settings".

2

Tap the Watch screen with **two fingers, three times**. Make sure not to tap any of the options.

3

Tap "Battery" to get battery level status.

4

Battery level will be displayed.